

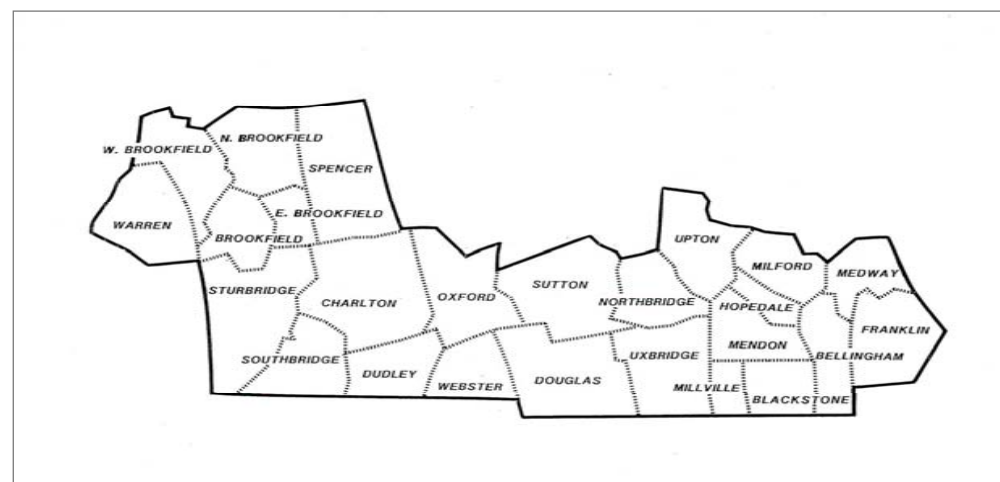
About Tri-Valley

Established in 1976, Tri-Valley, Inc. is a private, non-profit agency providing information, referrals, and care management for in-home and community services in Central Massachusetts. Tri-Valley is committed to the rights of elders and individuals with disabilities to live independently with dignity and safety in a setting of their choice. The policies of the Agency are determined and its activities monitored by an active volunteer Board of Directors. The Agency is administered by an Executive Director and a salaried staff assisted by over 800 volunteers.

Mission Statement

The Mission of Tri-Valley is to promote and maintain an optimal level of independence, dignity and well-being for elders and individuals with disabilities by providing information, advocacy and access to quality services and resources, as well as caregiver support.

Service Area



All Services in: Bellingham, Blackstone, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, North Brookfield, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Upton, Uxbridge, Warren, Webster & West Brookfield
In addition to the towns shown above, the Adult Family Care Program also serves: Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Leicester, Millbury, New Braintree, Oakham, Paxton, Rutland, Shrewsbury, West Boylston and Worcester, and, the **Personal Care Attendant Program also serves:** Auburn, Leicester, Millbury and Worcester.



Tri-Valley Annual Report 2017



41 Years of Giving People

DIGNITY • INDEPENDENCE • CHOICE

“Home With You” expresses our commitment to be with you through the challenges created by aging, living with a disability or being a caregiver.
Call us when you or someone you care for needs help.

Tri-Valley, Inc. Board of Directors

Officers

President

Francis X. Small, Esq., Milford

1st Vice President

Josephine L. Veglia, Esq., Oxford

2nd Vice President

Theodore A. Bartlett, Southbridge

Treasurer

Brian J. Perry, Webster

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Nancy L. Bradley, Mendon

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Barbara A. Clancy, Brookfield

Thomas J. Cullen, Uxbridge

Mary A. Falardeau, Brookfield

Irene M. Garand, Sturbridge

Harold D. Gould, Jr., Esq., Whitinsville

Ruth King, Spencer

Lyn O'Brien, Franklin

Virginia Rapo, Southbridge

Kevin Rudden, Mendon

*This Annual Report is dedicated in honor of
Thomas J. Cullen
for 19 years of dedication and service to Tri-Valley, Inc. as
an officer and member of the Board of Directors.*

Manning, Kathleen Pasierb, Janice Proctor, Joyce Stone **Northbridge Site:** Virginia Alicea, Alternatives Unlimited, Jeanne Berkowitz, Tyler Burns, Jessica Castle, Kathleen Charbonneau, Marlene Colonair, Robert Demars, Heather Demery, Rachel Dorval, Linda Felber, Jean Finnegan, HEMA of Hopedale, Colleen Labelle, Eva Lavallee, Thomas Lessard, Kimberly Livingston, Janice Malouin, Tom Mansfield, Susanne McKeon, Jean Mistretta, Beverly Morrisette, Marion Murray, Jane Nicholson, Gerald Oppewall, Joanne Pacella, Joanne Parmier, Thomas Phillips, Chantal Poschmann, Andrew Rivers, Sharon Rivers, Peg Stevens, Edward Wild **Oxford:** Amanda Anastasi, Cynthia Bathgate, Jean Bello, Joyce Belvery, Diana Brewster, Mary Brodeur, Erin Caissie, Katie Cameron, Ann DeFranco, Carole Fegreus, Janet Garon, Lorna Girouard, Lisa Greene, Norma Hanks, Hope Hebert, Mary Holmes, Patrick Keating, Marion LaFlamme, Stephanie Latuga, Linda Mahlert, Madeleine Manfield, Richard Manfield, Louise Mason, Melissa McConnell, Thomas McGee, Gloria Mondino, Tracy Monson, Antonia Muscetta, Marilyn Norcross, Donald Place, Beverly Prager, Adam Rivelli, Diane Salek, Roger Shedd, Sophie Straubel, Joseph Tagg, Alex Tolic, Charis Wallace, Suzy Warren, David Wilson, Pamela Wilson, Rosemary Wing, Carol Winslow **Southbridge Site:** Laurie Alicea, Maria Arroyo, Pamela Aucoin, Ronald Aucoin, Patricia Berard, Nicole Berry, Cherie Biron, Katherine Bolte, Shawnie Boyce, Thomasina Caplette, Cindy Clark, Theresa Colognesi, Wendi Comey, Brett Cordeiro, Lou-Ellen Corkum, Christine Coughlan, Mireille Daigneault, Irene Danko, Matthew DeBettencourt, Marie Dionne, Amy Dolan, Beckie Dunn, Sylvia Dunne, Elaine Dupuis, Lynn Durocher, John Dziembowski Nicole Earle, Jessica Francis, Robert Gagnon, Barbara Lynn Gale, Fawzi Ghantous, Mariannie Ilustre, Kathy Knauer, Christine Krikorian, Kathi Laferriere, Kathy Leblanc, Elaine Calcutt Leclair, Kathy LeCour, Arthur Leduc, Angela MacLeod, Monique Marinelli, Melissa Masse, Roberta McDowell, Patricia McMahon, Ileana Morales, Susan Nelson, Beverly Openshaw, Ileana Perez, Wendy Pierce Stewart, Andrea Powers, Tina Prior, Rosemelly Quinones, Holly Reed, Meagan Rice, Christina Rios, Carlos Robles, Selaima Rousseau, Jennifer Sheehan, Gail Smith, Lynda Smith, Glenda Soto-Rodriguez, Rachel Sprague, Elaine Stone, Fernanda Suggs, Carolyn Szarlan, Nancy Turney, Paul Van Camp, Ventures Group **Spencer Site:** Susan Arsenault, Catherine Auger, Karen Babcock, Center of Hope, Lillian Chartier, Michelle Cook, David Prouty High School, Renee Demarski, Patricia Ensom, Linda Fyrberg, Robert Gadbois, Aurour Hamelin, Raymond Hebert, Ann Hurley, Kimberly Kastenhuber, Susan Kotowski, Robin LaCroix, Dawn McKeon, Carol Norris, Amy Paul, Pauline Penhallow, Eileen Prizio, Mike Prizio, Mary Salvo, Charlotte Schmidt, Catherine Schutzer, Anne Snow, Leonard Stanley, Amanda Starr, Patricia Sweet, Bruce Terry, Kerrian Vinzi, Beverly Ward, Karen Wheeler, Susan Wilcox **Sturbridge Site:** Steven Berkeley, Celeste Brackett, Therese Caplette, Christian Castendyk, Michelle Cochran, Rosalie Cooke, Donna DeFlumeri, April Flecha, Sheryl Ghidotti, Carol Hope, Karen Horton, John Keizer, Robert Knight, Cecile Lepain, Curtis Litchfield, Charlotte Lloyd, Marcia Loranger, Mark MacConnell, Brittany Martinez, Alexander Menafo, Olive O'Donnell, Diana Palmer, Joan Reece, John Roderick, Pauline Roderick, Cindy Shermanhorn, Judith Stevens, Gerald Suprenant, Pauline Walsh, Susan Zeh **Sutton Site:** Linda Aloisi, Whitinsville Alternatives Unlimited, Beverly Anderson, Christina Bailey, Barbara Bessette, Brenda Cahill, Lisa Caledonia, Jeannette Carter, Theresa Chad, Rosemarie De Gaetano, Virginia Delang, Deborah Driscoll, John Driscoll, William Dunn, Jesse Ellis, Deborah Erickson, Gale Graves, Francis Hann, HEMA of Millbury, Carson Hope, Maureen Jacques, Robert Jacques, Ann Kuczinski, Kathleen LaScola, Tracey LeBlanc, Lillian Lefebvre, Edward Leonard, Nora Leonard, Anita Maurier, Marguerite Morris, Patrick Morris, Maurine Nkwetta, Susan Pen-terson, Joan Richard, Brandon Saucier, Cody Saucier, Shirley Senecal, Robert Wilcox, Jeannine Williams **Upton Site:** Alternatives Unlimited, Shirley Beaumier, Myra Bigelow, Winona Bouthiette, Betty Brault, Joseph Calabrese, Michael Caponera, Kate Carroll, Annette Castonguay, George Colwell, Avery Consigli, Elizabeth Consigli, Anine Degrood, Norma Earl, Shannon Elliott, Eric Garner, Maria Griffin, Joanne Head, Ann Hill, Tyger Hoque, Margaret Ivey, Edna Lariviere, The Ledges, Judith Leonard, Paula LePore, Catherine Maffia, Marcia Matthews, Lori McGann, Gladys McKinstry, Josephine McLaughlin, Brenda Melanson, Robert Moore, Christine Moyer, Clint Moyer, David Nichols, Christine Nilson, Mary Overholt, Richard Provost, Steven Rakitin, Nancy Rettenmyer, Maureen Rogers, A. Daniel Schimp, Mary Sellu, Charles Vaccaro, Grace Wadsworth **Uxbridge Site:** Linda Aloisi, Alternatives Unlimited of Bellingham & Uxbridge, Claudette Boucher, Marilyn Brothers, Joan Caldarella, Donald Clark, Helen Cohen, Richard Colahan, Nancy Contursi, Elizabeth Davidson, Rita Hadley, Cheryl Hite, Chloe Holden, Russell Holden, Lee Kalns, Lisa Kelly, Ann Lisak, Joan MacKinnon, Anna Majeau, Pamela Mason, Debra McGee, Jeannine Mercer, Linda Monahan, Erminio Napolillo, Victoria Penland, Elizabeth Perron, Mary Poirier, Charlotte Santa Maria, June Seagrave, Mary Svelnis, Katherine Todaro-Benway, Brandon Yeaman, Deborah Yeaman **Webster Lunch Club:** Edward Brown, Gayle Cecchi, Hope LaChance, Nancy LaFramboise, Josefina Landry, Vallarie Leslie, Patricia O'Brien, Carol Pierce, Jean Travis, Raymond Travis, Sam Walley, Sandra Walley, Kristen Zamis **West Brookfield Site:** Heather Aiken-Porter, Margaret Beer, Robert Bents, Joan Bodessa, Marion Boos, Carolyn Boucher, Maria Boutin, David Brooks, Berkeley Burnham, Center of Hope, Robert Clark, Bonnie Hollins COH, Jessica Deyo COH, Mary Dennison COH, Ryan Holway COH, Melissa Miller COH, Dorothy Comeau, Rita Crowson, Arthur Falls, Therese Falls, Mia Ann Famulan, Alicia Famulari, Christoper Famulari, Kirsten Frasier, Carolyn Galica, Sandra Gustafson, Center of Hope, Emily Janes, Tyler Kubert, Sondra Lacaire, Cynthia Laub, Audrey Machnik, Jessica Mesick, Christine Murray, Lizbeth Pease, Ann Perruccio, Deanna Randall, Maureen Rearick, Jerome Rudzinski, Susan Spence, Caroline Stentiford, Nathan Stewart, Diane Swanson, The Bridge in West Brookfield, Gloria Turner, John Turner, Patricia Turner, Warren Tuttle, Charlene Vennert, Erika Hicks (Venture), Marilaz Torres (Venture), Melissa Miller (Venture), Stephen Warner, Claire Wirf

We are grateful for the service of each Volunteer and apologize for any errors or omissions.

(Cover photos, left to right: Congressman McGovern participating in Community Champions Week delivering a meal to Frank, a home visit with Lois, and A Matter of Balance Class)

Over 800 *Volunteers* Support our Mission in their Communities!

ADVISORY BOARDS - Money Management - Elisabeth Earle, Irene Garand, Terrie Swallow, Josephine Veglia, Karen Yacino
Nutrition Project Council -Theresa Chad, Beatriz Corriveau, Rosemarie DiCampo, Inge Gassner, Dorothy Ireland, Marcia Loranger, Gloria Latino, Carol Manz, Susanne McKeon, Marsha Murray, Judith Shute, Deborah Yeaman

COMMUNITY SUPPORT SERVICES - Companion & Friendly Visitor: Jeanne Berkowitz, Linda Boyer, Wendy Burbidge, Nancy Connelly, Christine Dame, Robin Deaver, JoAnne Gambrazzio, Jacqueline Stevens, Andrea Trifone

Money Management: Philip Alston, Linda Arceci, Sharon Dimopoulos, Elisabeth Earle, David Handley, Lee Ann Kozlowski, Donna Lancey, Pamela LeBlanc, Donato Niro, Brian Perry, Paula Prout, Katie Resseguie, Diane Scanlon, Donna Serwa, Rose Smoolca, Brenda Sullivan, Terri Swallow, Ron Warwick, Deborah Wilczynski, Karen Yacino.

OMBUDSMAN - Khedaja Al-Iman, Patricia Corson, Margaret Ellis, Beverly Gravison, Susan Ladetto, Marie Landry, Robert Leary, Dorothy Mann, Deborah Meredith, Luisa Sonntag, Beverly Treadwell

NUTRITION -

Blackstone Site: Paul Borges, Lorraine Boucher, Doris Bourassa, David Ceolinski, Jean Conine, Helen Dufault, Mary Gadsby, Stella Gallant, Mary Gariepy, Pamela Grant, Daniel Hussey, Geraldine Marchand, Susan Marcotte, Marcia McDonald, Pauline Morse, Robert Morse, Matt Piedmonte, Dawn Wante, Lucien Wante **Douglas Site:** Martha Adams, Clarke Alderman, Alternatives Unlimited of Douglas, Andrea Cortese, Erika Mathews, Joyce Seaman **Dudley Lunch Club:** Josephine Bottieri, Beatrice Bouvier, Patricia Daggett, Pellegrino D'Auria, Inge Gassner, Alice Langlois, Sharon Nelson, Adam Ozaniak, Therese Ozaniak, Norma Jean Swasey, Stanley Wilk **Dudley Site:** Naima Ahsan, Michaelyn Albrizio, Kevin Amedy, Crystal Angelo, Kathleen Arcieri, Leslie Berridge, Victoria Burpee, Sandra Carignan, Shirley Dano, Margaret DeFiore, Brian Deschenes, Lisette Ford, Mathew Grochowski, Rae Gwyther, Halina Jachimczyk, Christina Jones, Malgonzata Kicilimska, Lil Lefebvre, Marc LePage, Samantha Lopez-Avila, Jennifer Lotter, Beverly MacCollom, Benjamin Mandile, Diane Mandile, William Mandile, Matthew Manger, Kim McClusky, Carole McDonald, Lorraine Ostrokolowicz, Eileen O'Toole, Anthony Pellegrine, Susan Penterson, Deana Perez, Lilystarr Perron, Nancy Perry, Nick Popiak, Valorie Ray, Lauren Riccardo, Stephanie Scardia, Molly Sklarz, SWCEC of Dudley, Laurie Sturm, Julie Wunsch **East Brookfield Lunch Club:** Corinne Allen, Virginia Allen, Bradford Douglas, Charles Fahey, Elaine Fahey, Judith Horton, Joseph Kularski, Diane Mossa, Marie Parker, Linda Peltier, Robert Peltier, Judith Shute **Franklin Site:** Divya Agarwal, Alternatives Unlimited, Clare Ames, Karen Anderson, C. Robert Armstrong, Edward Berger, Jeanne Blanchard, Lawrence Block, Allen Bluestein, Charles Bowen, Doreen Bowen, Sandra Brennan, Sonia Carneiro, Danae Carney, Joseph Casiano, Sandra Clarke, Susan Coakley, Jack Concannon, Liam Concannon, Megan Concannon, Elizabeth Cooke, Mary Coughlin, Ryan Crandall, Dennis Crowley, Mary Crowley, Judith Cusack, Ryan DeBettencourt, Pierre Demers, Patricia Donnelly, Christopher Duchak, Emily Dudack, Frank Duggan, Marilyn Dziczek, Mireille Eastman, Lori Emmitt, Bruce Erickson, Judy Erickson, Bruna Eustis, Mary Feerick, Linda Flanagan, Martha Foley, Matthew Foley, Alicia Franzosa, Andrew Fredette, Mary Jean Fredette, William Gagne, Paul Galante, Kathleen Gookin, Maureen Gordon, Steve Gordon, Lois Griffin, Ginger Gritz, Tyler Guidi, Gail Haba, LeAnne Haba, Olivia Haba, Elizabeth Hamilton, Gail Hamilton, Sarah Hamilton, Kevin Haran, John Hart, HMEA RI, Alison Holland, Sandy Hunter, Kevin Johnson, William Kaczka, Edward Kelly, Virginia Kelly, Jacqueline Kennedy, Janice Knight, Mary Beth Kreuzinger, Janis Largesse, Maria LaRose, Rita LaRose, Elle Leavitt, Paige Leavitt, Ryan Leigher, Louella Long, Carla Loukota, Nancy Lovely, Wendy Lynch, Elvis Lynn, Nicholas Mallender, Susan Mallender, Kerry Maloney, Marie Marchetti, Robert Marseglia, Devi Mayer, Deborah McClellan, Michelle McGonagle, Laura McIntosh-Sencio, Rory McIntyre, Kelly McNamara, Carol Merchant, Christopher Miller, Matthew Moran, Kathy Muise, Elaine Murray, Kelly Neville, Carolyn Newton, Frank Nosek, Helena O'Brien, Karen O'Connell, Sandra Panecelli, Erin Pavao, Mary Jo Peterson, Melissa Piscia, Peter Piscia, Dianna Prince, Rana Rachwal, Dorothy Recko, Carl Rice, Carol Rice, Kelly Rice, Paul Rice, Alec Rioux, Elizabeth Rioux, Jakob Rioux, Donna Rudolph, Anne Saunders, Lauren Schmellick, Frank Sivacek, Jane Sivacek, Thomas Smyser, Joanne Solomon, Gillian Stott, Alison Sturtevant, Erica Sturtevant, Jack Sturtevant, Kathryn Sturtevant, Jay Taylor, Miles Taylor, Katherine Tortorello, James Tremble, Maria Varrichione, Caroline Waples, James Waples, Jim Wilcox, David Wilkie, Peter Willis, Diana Wilson, Gary Wilson, Bill Wright, Tina Wright, Cindy Yesko, Hanging Tina Zhang **Hopedale Lunch Club:** Thomas Fee, Marion Francis, Nancilee Fuller, Joyce Gorman, Mona Gross, Claudette Hughes, Helen Hupe, Susan Iarossi, Patricia Johnson, Gail Jussaume, Eileen Milaszewski, Nancy Mosher, Jennene Pasquarosa, Barbara Stockberger, Elizabeth Tattersall, Thomas Tattersall, Nanci Thurston **Medway Lunch Club:** Michele Bahery, Sandy Brennan, Edith Fernald **Mendon Lunch Club:** Janet Ahearn, Elizabeth Berthiaume, Kathleen Bronnes, Diana Carter, Claudia Gardner, Evelyn Hennessey, Mary Ann Hopkins, Nancy Larkin, Dorothy Leighton, Joanne Murphy, Margaret Nogueira, Shirley Phipps, Janet Potts, Ann Vandersluis **Milford Site:** Dominic Aloisi, Alternatives Unlimited, Barbara Arsenault, John Bonnell, Shirley Bonnell, Denise Catalano, Julia Catalano, B. Jeanne Cenedella, Richard Cenedella, Christopher Cicciu, Accept Collaboration, Marianne Cook, Rosemarie DiCampo, Winthrop Dickinson, Kennedy Donovan Center, Janice Freniere, JoAnne Gambrazzio, Frederick Gross, HMEA of Hopedale, Michelle Keisling, Marsha Mancuso, Carol Manz, Milford High School, Yoshie Morey, Robert Moschella, New England Center for Children, Eva Paganelli, Peter Paille, Flora Palombo, Patrick Phipps, Rosa Pinto, John Rizoli, Michele Schoellkopf, Seven Hills, Michael Sherillo, Alex Szarka, Paula Thimble, Laura Uretsky, Gerald Woloski, Chiali Yang **Millville Lunch Club:** Mary Ethier, Lois Laflamme, Robert Laflamme, Marcel Laplume, Lori Remillard, Jeannine Therien **North Brookfield Site:** Karen Benoit, Sheila Courchaine, Victoria Czaja, Debra DeBarge, Emily Gillmeister, Edith Hubacz, Judy



Message from the President

On behalf of the Board of Directors, I wish to extend our deepest gratitude to Marilyn upon her retirement from Tri-Valley, Inc. for her 25 years of dedicated service to the employees, host of volunteers and most importantly, to the thousands of clients of Tri-Valley, Inc. whose quality of life was enriched by services provided to them.

During her tenure of leading the organization, Marilyn has focused on developing programs for clients that have provided them with the highest degree of quality of life. To accomplish this, Marilyn hired the most qualified individuals, trained and groomed them for growth within the organization and provided those employees with quality benefits, making Tri-Valley a very desirable place to be employed.

Marilyn should be very proud of her accomplishments at Tri-Valley, Inc. She will be greatly missed as she enters the next chapter of her life. Fortunately for our organization, she leaves an agency that predominately though her insight and hard work rests on a very firm foundation.

Thank you, Marilyn! Francis X. Small



Message from the Executive Director

This message is usually a lookback of the past year's events. Because I am retiring after 25 years, I am attempting to contrast FY 1992 with FY 2017 in a few paragraphs. In reviewing this comparison, I am filled with gratitude, appreciation for everyone's cooperation and humble pride in our success.

Financially, the annual budget moved from \$3.9M to over \$24M. Staff members grew from 68 to over 170. The volunteer count grew from 306 to a wonderful volunteer army of over 800 dedicated supporters. In terms of facilities, we are now in our third building and, in addition, we have expanded our third building to include more office space, a larger Meals on Wheels/catering kitchen and a first class conference center with state of the art video equipment. We have grown corporately as well.

We added programs and services for caregivers and the younger disabled population. As a result, we changed our corporate name from Tri-Valley Elder Services to Tri-Valley Inc. We also created Dudley Mill Realty, our real estate management corporation, and created Senior Care of Central Mass, a formal corporate collaboration among Elder Services of Worcester Area, Montachusett Home Care Corporation and Tri-Valley, within which we are able to market services and contract as a group.

Program growth has been an impressive response to the needs of our clients and their families. In 1992 Tri-Valley offered five programs. Today we provide 23 programs with the anticipation of adding three new programs during the next twelve months.

Our Board of Directors has always been extremely supportive of Tri-Valley's growth. The management team, in concert with our talented and dedicated professional staff, has worked to create the aforementioned expansions and improvements in consumer services. They have all made me proud to serve as the Executive Director of this excellent agency. I am grateful for their caring, creative hard work and advocacy in the best interests of our clients and their families. I will always remember my astonishment and gratitude when the Board dedicated our building in my honor.

Now Tri-Valley will transition to a new Executive Director, Lisa Prince. The Board, staff and I all have faith that Lisa is the best, most experienced person to lead this agency through its next challenges and opportunities. Barbara O'Brien and Diane Mathurin will continue their administrative leadership both for Tri-Valley and Dudley Mill Realty. I believe that they, together with our Board, staff and volunteers, will bring continued growth and prosperity to this wonderful agency, improving the lives we serve.

With sincere best wishes, Marilyn L. Travinski

Services in Your Home and Community

Program Statistics for Fiscal Year 2017

State Home Care

| | |
|---|-------|
| State Home Care Consumers | 2,006 |
| Clinical Assessment & Evaluation Screenings | 1,128 |

Community Services & Information

| | |
|-------------------------------------|-------|
| Information & Referral Calls | 8,498 |
| Options Counseling Consumers | 487 |
| Healthy Living Program Participants | 80 |
| Congregate Housing Residents | 22 |
| Resident Services Contacts | 1,632 |

Senior Care Organization, One Care & Care Transitions

| | |
|----------------------------------|-------|
| Senior Care Organization Members | 1,056 |
| One Care Members | 132 |
| Care Transition Consumers | 471 |
| Care Transition Referrals | 1,146 |

Protective Services

| | |
|----------------------------|-----|
| Protective Services Cases | 801 |
| Crisis Intervention Cases | 189 |
| Money Management Consumers | 55 |

Nutrition Services

| | |
|---------------------------|---------|
| Meals on Wheels Consumers | 1,725 |
| Meals on Wheels Delivered | 217,011 |
| Congregate Participants | 1,472 |
| Congregate Meals Served | 37,000 |

Family Caregiver Support

| | |
|--|-------|
| Caregiver Counseling & Access Assistance | 164 |
| Group Outreach & Education Participants | 1,173 |
| Caregiver Scholarships | 26 |
| Powerful Tools for Caregivers Participants | 12 |
| Savvy Caregiver Participants | 11 |

Adult Family Care

| | |
|-----------------------------|-----|
| Adult Family Care Consumers | 278 |
|-----------------------------|-----|

Personal Care Attendant

| | |
|-----------------------------------|-------|
| Personal Care Attendant Consumers | 1,147 |
|-----------------------------------|-------|

Ombudsman

| | |
|-----------------|-------|
| Facility Visits | 1,093 |
|-----------------|-------|

Memorial & Tribute Donations

- Donations in Memory of -

Jean Adamopoulos, Harold Anderson, Jr., Irene Bacovin, Helen Baird, Shirley Barnes' Loved Ones, Pearl Bellerive, Madhuri Bhachech, Niove Billis, Joyce Bomba, Ida & Zeppi Bonetti, B. Louise & Paul E. Bonnette, John W. Brown, Jr., Jeanette Bussolari, Aline Casaubon, Ruth Chiasson, Charles Christos, The Coakley Family, Madeline Credit, Leo & Lena DeLuca, Norman Donais, Margaret Earnest, Rabia Farooq, Mary Fay, Charles Fiske, Marie Paule Garceau, Jackie Gray, Eva T. Grigas, Tom & John Jedrzynski, Ernest Johnson, Harold & Janet Jones, Lucille LaPlante, Rita Leduc, Malcolm Longley, Rose Lyle, Charles Majka, Alfred Mathurin, Honey Meyer, Janette Miller, Thomas J. & Christine L. O'Brien, David O'Toole, Lorraine Palmerino, Clarence Pepler, Hazel Petit, Annette Plazeski, Helen Poirier, Grace Proctor, Ken Prue, Diane P. Quirk, Mary & Cliff Rivet, Evelyn Rizner, Cecelia Rogers, Joyce Simpson's Mom, Margaret Swanson, Alice, Fred A., Frederick J., Margaret C., Robert Tingley, Helen & Joseph Tondorf, Alice Tucker, Raymond Varin, Lionel Vincent, Phyllis Weaver, Helen Zersky

- Donations in Honor of -

Employees of Tri-Valley, Rena Fiske, Irene Garand, Susan Koziak, Charles Majka

Tri-Valley welcomes memorial and tribute donations in any amount.

Special Thanks on Behalf of our Clients

*THE CORNERSTONE QUILTERS OF CHARLTON, FOR BEAUTIFUL LAPROBES
THE LADIES BENEVOLENT SOCIETY OF THE DUDLEY CONGREGATION CHURCH, FOR GIFT BASKETS
TERRAZZA'S OF FRANKLIN, FOR THEIR GIVING TREE PROJECT
WEBSTER MANOR FOR THANKGIVING BASKETS*



Left to right: Marilyn Travinski, Marge Moniz of the Cornerstone Quilters, and Joanna Anderson

General Donations

(\$200 - \$499)

Bellingham Elder Service Group, Inc., Benevity Community Impact Fund / Designated by Irene Garand, Raymond Bussolari, Bernard Chase III, Barbara Clancy, Customers & Employees of Hannaford Supermarket, Deborah & John Driscoll, Employees of Tauck World Discovery, Fidelity Charitable Designated by Anne Kennedy, Fidelity Charitable Designated by James & Caren Noonan, Friends of the Sutton Elders, Inc., Michael Lyle, Martin & Andrea Magoon, Judith Manning, Michael & Ann McCurdy, Catherine O'Toole, Sam & Evelyn Pappas, Louise Pempek & Sandra Ames, Pirperis, Inc. DBA DQ Grill & Chill of Milford, Ruth A. Bleakney Senior Center, Molly Sklarz, Attorney Francis Small, Southbridge Lions Club, Inc., Saint Mary Parish – North Grafton, Upton Nutrition Site, Uxbridge Nutrition Site, The Woodshed Gallery, LLC

(\$100 - \$199)

Albert Bellerive, Ann Bergman, Blacktone Lunch Club, Nancy Bradley, Natalie Butler, Christ Memorial Episcopal Church, Co-workers of David O'Toole at Silkroad Technology (Jesse Mattern, Michael Albanese, Audrey Egan, Mark Modrall, Joanna Postle, Hampton Bagdasarian, Jane Jin, Lizbeth Ventura, Paul Bednar, Miriam Speert, Philip Lynn) Janet & Daniel Daigle, Jean Dalbec, De, Kathy & Kim Dansard, Richard & Rosemarie DeGaetano, First Congregational Church of Dudley, Franklin Nutrition Site, Sandra Graeff, Dorothy Gravison, Mary & Joseph Killoran, Michael & Pamela Killoran, Sr., David Kurczyk, Joseph LaPlante, Jacqueline Leggett, Angelo Marcos, Lora & Jim Meyer, Richard Mikolajczk, Carol Muschler, Kathryn Nasinnyk, Edward Niedbala & Cheryl Leyden, North Brookfield Nutrition Site, Northbridge Nutrition Site, Tom & Barbara O'Brien, Noel O'Neill, Austin & Mary O'Toole, David & Karen Pariseau, The Family of Hazel Petit, Nancy Pepler, Alice Picard, Gerard & Patricia Proulx, Quinebaug Valley Campers, Virginia Rapo, Ethel, Michael & Kenneth Ream, Lawrence Rigney, Raymond Rizner, Kevin Rudden, Saints Constantine and Helen Orthodox Church Philoptochos Society, Silkroad Technology – Chicago Office, Silkroad Technology – Winston Salem Office, Specialty Home Care Services, Inc., Spencer Howe Village Residents, Sturbridge Nutrition Site, Verizon Foundation Designated by Edward Niedbala, Webster Dudley PAV Auxiliary, West Brookfield Nutrition Site, Elizabeth Zersky

(Up to \$99.00)

William Adamuska, Aucoin Ryan Realty, Stuart & Elyse Auerbach, Richard Auger, Leonard Baird, Clarence & Georgia Ballard, Bank of America Financial Center, Shirley Barnes, Theodore Bartlett, Bob & Sue Barrows, Gregory Bazinet, Rosalie Beals, David Benjamin, Steven & Meryl Brickman, Patricia Brown, Mary Brunelle, Barbara Cahill, Loretta Chabot, Theresa Chad, Richard & Claire Chapdelaine, Simon Chiasson, Jr., Mary Christian, Frances Clark, CLP Enterprises, Inc., Emily Coakley, James Collins, Conseil Rochambeau-Brochu #12, Thomas Cullen, Richard & Constance Curtain, Customers & Employees of Chevere's Jewelry & Gifts, Customers and Employees of Friendly Discount Liquor, Lorraine & Jim DaDalt, Louise Damian, Alice Decoste, Leonard DeLuca, Neil & Frances Denny, Ann Dick, Irene Donais, James & Doreen Donaldson, Dunkin Donuts – West Brookfield, Norman & Joan Dumas, Ellen Einhorn, Faheem Farooq, Regina Ferrera, Stephen Fisher, Rena Fiske, The Flower Garden, Forget-Me-Nots, Betty Ann Gadoury, Lenny & Jackie Gaetano, Joyce Gagnon, Mario Gala, Jovette Gauthier, Ralph & Adele Gentry, Georgie's Gifts and More, Theresa Giguere, Sandra Godin, Beth Groccia, Mary Haddad, Russell & Nancy Hall, Beverly Harris, Laurel Henderson, Carole Heywood, Honey Bee Orchards, Mildred Jacques, Anne Jannette, Rochelle Jedzynski, Mimi Jerkan, Corilda Johnson, Dr. Robert D. Kirk, Irene Lacilla, Pauline Lajoie, Lucille Langlois, Linda Baxter Lasco, William & Carolyn Lavalley, Shawn, Ann & Lauren Lemire, Suzanne Lewandowski, Linda Lorkiewicz, Irene Lucier, Cecelia Majka, Michelle Masse, Bradley Mayer, Francine McCarthy, Mr. & Mrs. John McNamara & Rocco & Mimi, Mendon Lunch Club, Jeanne Murphy, Peter Murphy, Marsha Murray, Peter & Madeline Nawrocki, Mary Needham, Jean Nydam, Tina O'Donnell, Audrey Oriente, John & Melissa Packwood, Anna Paella, Stacia Pepka, Jeff & Nancy Perry, Pizza Hut of Spencer, Popular Precast Products, Elaine Porter, Price Chopper of Spencer, Elisabeth (Lisa) Prince, Charles Proctor, Professional Medical Services, Inc. Margaret Provost, Beverly Prue, Publick House, Karen Quaiel, Queen to Knitters, Deanna Randall, Vincent & Norma Rannigan, Sonya Rapee, Gaylord Rheume, George Rizner, Pat Rizner, John & Georgeanne roe, Jonathan Rosen, Virginia Rubrigi, Rosemary Salem, Linda St. Francis, Joyce St. Germain, Joan Saucier, Dr. & Mrs. Athan Savas, Janet Sayers, Scanlon Funeral Service, Inc., Stephen & Barbara Selinger, Kathleen Sharpe, Joyce Simpson, Victoria Sinnickson, Sitkowski & Malboeuf Funeral Home, Caryn Slotsky, Ursula Smith, Southbridge Savings Bank, Cynthia Speroni, Dave & Linda St. Francis, Joyce St. Germain, Eileen Stansbury, Irene Starzec, Anna Steele, Alvin Stone, Larissa & Bruce Stretton, Sturbridge Coffee Roasters, Subway of Spencer, Diane Swanson, Janina & Nancy Swiacki, Janice Swindell, Sharon & Brian Thanas, Paul Tondorf, Mary Trifone, Martha Troxell, Linda Tuthill, Uxbridge District Court Clerk's Office, Barbara Valentini, Annie Vautour, Lisa Vicario, Bonnie M. Wade, Richard & Pamela Wagner, Walmart Superstore-Whitinsville, Yankee Candle, Ken & Sandra Young, Glory Zyskowski

We are grateful for all donations and apologize for any errors or omissions.

Tri-Valley Outreach, Events & Projects



A March for Meals Fundraiser in Webster



Share the Love Event at Long Subaru



SALT Expo with District Attorney Joseph Early



Thanksgiving Baskets from Webster Manor



AFC Lobby Day at the State House



Tri-Valley's 2016 Winter Food Project



Carol Muschler's Retirement Party

Foundation & Major Donor Support

Fiscal Year 2017 (July 1, 2016 – June 30, 2017)

(\$27,000)
George W. Wells Foundation, Bank of America, N.A., Trustee

(\$10,000+)
Greater Worcester Community Foundation—Discretionary Funds
John J. & Elizabeth M. Kunkel & Family Foundation, Inc.
Ortho-McNeil-Janssen Grant
United Way of Southbridge, Sturbridge & Charlton, Inc.

(\$5,000 - \$9,999)
Meals on Wheels America
Savers Bank
Customers of Terrazza, Franklin
United Way of Webster & Dudley, Inc.
Webster Five Foundation

(\$1,000 - \$4,999)
Chartwells / Jeff Ward, Country Bank for Savings, Hometown Bank, King Courier, Inc.,
M. Smith Solutions, LLC, Katharine C. Pierce Trust
Quirk Wire Company, Inc., St. Vincent Community Healthcare Fund
Mary Lou Staples, Sutton Nutrition Site

(\$500 - \$999)
Kalpana & Ravindra Acharya, Dudley Nutrition Site, Mary Falardeau, Irene Garand,
Medway Lions Club, Milford Nutrition Site, Seraphic Springs Health Care, Inc.,
Southbridge Nutrition Site, Marilyn L. Travinski, Uxbridge Rotary Club,
Josephine Veglia, Worcester Area Geriatric Social Workers



Pictured left to right: Sam Bitar, Webster Five Foundation Executive Director, Marilyn Travinski, Executive Director; Lisa Prince, Assistant Executive Director and Dan Doyle, President/CEO of Webster Five

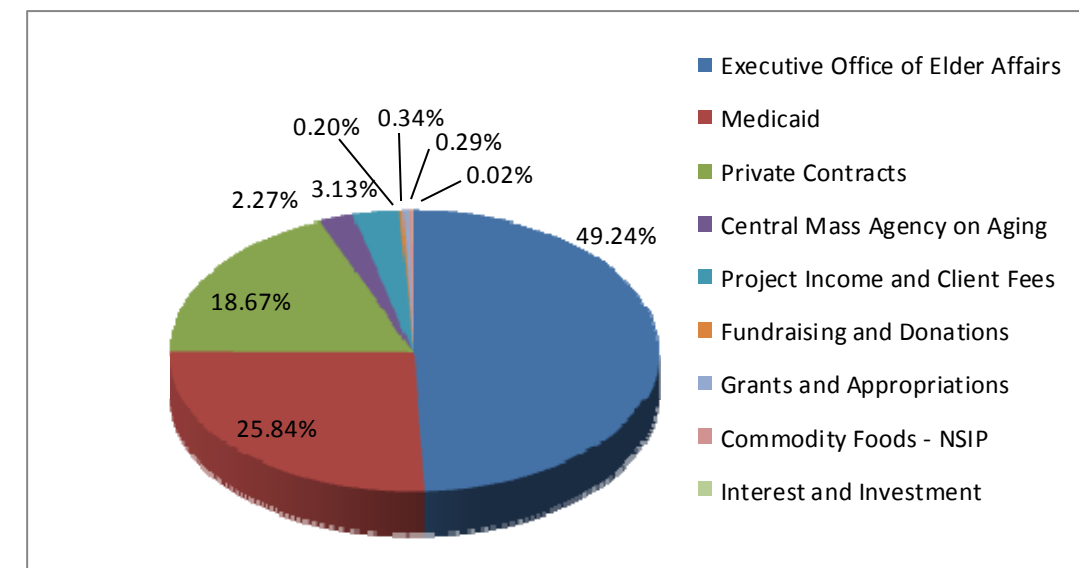


Sources of Revenue

Fiscal Year 2017 (July 1, 2016 – June 30, 2017) Unaudited

| | | |
|-----------------------------------|---------------------|----------------|
| Executive Office of Elder Affairs | \$11,849,917 | 49.24% |
| Medicaid | \$6,218,960 | 25.84% |
| Private Contracts | \$4,492,057 | 18.67% |
| Project Income and Client Fees | \$753,958 | 3.13% |
| Central Mass Agency on Aging | \$546,212 | 2.27% |
| Grants and Appropriations | \$81,934 | 0.34% |
| Commodity Foods - NSIP | \$70,611 | 0.29% |
| Fundraising and Donations | \$47,959 | 0.20% |
| Interest and Investment | \$5,121 | 0.02% |
| Total | \$24,066,729 | 100.00% |

Only 6.30% of total revenue went to the administration of Tri-Valley.



Staffing

As of the end of Fiscal Year 2017, Tri-Valley had 112 full-time employees and 58 part-time employees for a total of 170 staff members.

Tri-Valley, Inc., a private, non-profit agency, receives funding from the Commonwealth of Massachusetts through the Executive Office of Elder Affairs and federal financial support under the Older Americans Act furnished by the Central Mass Agency on Aging and the Massachusetts Executive Office of Elder Affairs. Funds are also received from public and private sources.